CALIFORNIA PUBLIC UTILITIES COMMISSION

Advice Letter Filing Summary Sheet (PAL)

(Date Filed / Received Stamp by CPUC Industry Division)

Date AL served on parties: July 20, 2010

Company Name:	AT&T California	**CPUC Utility Number U -1001-C**
Address:	525 Market Street, #1944	☐ GRC-LEC ☒ URF-Carrier ☐ Other
City, State, ZIP:	San Francisco, CA 94105	☐ Commission Resolution Requested ☐ Carrier of Last Resort (See D.96-10-066)
Filing #: 37837	**Requested Effective Date**: July 20, 2010	**AL Tier** I ☒ II ☐ III ☐

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(Name, email address & Phone and FAX numbers *are Required for "Filer"*)

Tariff Schedules: N/A **Keyword:** Compliance

For Contract Keyword, Type: Government ☐ Other ☐ Date Executed _____ Contract Total Rev ($) _____

Subject of filing:
(Service(s) included) Backup Power – Customer Education

Authorization for filing:
(Resolution #, Decision #, etc.) D.10-01-026

Affected services:
(Other services affected, pending or replacement AL filings)

Rate Element(s) affected *and* % change:
(*Non-recurring* and / or *recurring*)

☐ Customer Notice Required (if so, please attach)

Notes/Comments:
(Other information & reference to advice letter, etc.)

File Protest and/or Correspondence to:
Director, Communications Division
505 Van Ness Ave., San Francisco, CA 94102
and if you have email capability, ALSO email to:
TD_PAL@cpuc.ca.gov
Protest also must be served on utility:
(see utility advice letter for more information)

GRC-LEC = Cost of Service LEC Carrier
URF-Carrier = Uniform Regulatory Framework Carrier (see D.06-08-030/D.07-09-019)
OTHER = Wireless (CMRS) Carrier

(FOR CPUC USE ONLY)

☐ Resolution Required
☐ Executive Action Resolution Req'd.
☐ TD Suspension on: ___ / ____ / ____
☐ Comm. Suspension on: ___ / ___ / ___

Resolution No.: T - _____

Rev. 09/24/07

Supv. / Analyst _____ / _____

Due Date to Supv.: _____

Analyst Completion Date: _____

Supervisor Approval Date: _____

AL / Tariff Effective Date: _____

Notes: _____

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July 20, 2010

U 1001 C
Advice Letter No. 37837

Public Utilities Commission of the State of California

This advice letter is filed in compliance with Ordering Paragraph 2 of Decision (D.)10-01-026, which requires facilities-based providers of telephony services who provide service to residential customers using coaxial cable, fiber-optic cable or other technologies that require backup power on the customer's premises to file an information-only compliance advice letter detailing their customer education programs that comply with D.10-01-026, including information and outreach.

Attached to this filing are copies of the materials that will be provided to the residential customers of AT&T California who are provided telephony services using a technology that requires backup power on the customer's premises. Attachment A hereto is a copy of the materials that will be provided to new customers by the time the service is installed. Attachment B hereto is a copy of the notice that will be provided to existing customers on or before October 18, 2010 and annually thereafter. AT&T California's office for Disabled and Aging Customers will ensure that the material is available in formats its customers can utilize. Copies of the material will be available in the languages in which AT&T markets its residential services, including Spanish, Vietnamese, Korean, Chinese, Tagalog, Japanese, Russian and Polish. However, to limit the size of the Advice Letter filing, only the English documents are attached.

In compliance with General Order 96-B, we are serving a copy of this advice letter on interested parties who have requested it. We are also serving a copy on parties to Rulemaking 07-04-015. This advice letter with attachments may be viewed on AT&T California's Web-Site at https://ebiznet.att.com/calreg/. If there are any questions regarding the distribution of this advice letter, call 415.778.1299.

Anyone may object to this advice letter, which was filed July 20, 2010, by sending a written protest to: Telecommunications Advice Letter Coordinator, Communications Division, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102-3298. The protest must state specifically the grounds on which it is based. The protest must be received by the Telecommunications Advice Letter Coordinator no later than 20 days after the date that the advice letter was filed. On or before the day that the protest is sent to the Telecommunications Advice Letter Coordinator, the protestant must send a copy of the protest to Eric Batongbacal, 525 Market Street, #1944, San Francisco, CA 94105 (fax number 415.543.3766). If this advice letter was served via e-mail, the protest must be served to AT&T California via e-mail at regtss@att.com. To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site (www.cpuc.ca.gov) and look for document links to General Order 96-B.

Yours truly,

AT&T California

Executive Director

Attachments

AT&T California Advice Letter Service List

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ATTACHMENT A: MATERIALS PROVIDED TO NEW CUSTOMER BY TIME OF INSTALLATION

Important Customer Information Regarding your AT&T Voice and Internet Service

Traditional Telephone Service over Fiber to the Premises
- AT&T DC UPS Operation Manual
- CyberPower PSU

U-verse Voice
- Back-up Power for RG & ONT
- Back-up Power for iNID

ATTACHMENT B: ANNUAL NOTICE

Traditional Telephone Service over Fiber to the Premises
- Notice
- Material found at att.com/batterybackup

U-verse Voice
- Notice
- Material found at att.com/newbattery

Important Customer Information Regarding your AT&T Voice and Internet Service
Please retain for your records

Required Optical Network Terminal Battery Backup Power

Your AT&T voice and Internet services require electrical power from your home to operate. Electricity from your home powers the Optical Network Terminal (ONT), an equipment box where AT&T's fiber network terminates and inside wiring for your home originates. AT&T provides a Power Supply Unit (PSU) for the ONT, which can be placed within 100 feet of the ONT and is installed inside your home or garage. AT&T supplies an initial backup battery in the PSU for the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power for the ONT. During a power outage, if you wish to conserve battery power for making and receiving necessary calls, you should avoid making unnecessary calls and not use AT&T Internet service. (If you have AT&T Internet or U-verse Voice service(s), there are additional requirements for battery backup power for the Residential Gateway—see Note #1 below).

Optical Network Terminal Backup Battery Replacement

You are responsible for monitoring the backup battery and will need to replace it when necessary. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power. For ONT battery replacement and recycling please contact GS Battery (USA) Inc. at 1.800.472.2879 or www.gsbattery.com. Be sure to have the battery model number available, which is PX12072-HG. The battery number is also located on the label on the side of the battery. AT&T does not supply replacement batteries.

You may also be able to purchase replacement batteries through other suppliers (*e.g.*, Batteries Plus, Radio Shack and via the Internet from Amazon or Sears). Batteries must be of the 12-volt - 7.2 amp hour variety with F2 Faston connectors and a size not to exceed 6.05" Length x 2.6" Depth x 4.05" Height. Locations where batteries are available are subject to change.

Portable generators with 120-volt outlets and extension cords will power the PSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (*e.g.*, Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Determine the Power Supply Unit (PSU) type

On the front of the PSU is a label that shows the Serial Number, designated by S/N. If the S/N starts with DAE this is a Delta PSU. If the S/N starts with CYB this is a CyberPower PSU. See also the images below.

Delta PSU

CyberPower PSU

How to tell when to replace your battery

Delta PSU:

There are status lights on the front right of the Delta PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute.

The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

For more information see the owner's manual: att.com/batterybackup.

CyberPower PSU:
There are status lights on the front right of the CyberPower PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. The Missing Battery status light will be red if no battery is connected to the power supply.

For more information see the owner's manual: att.com/batterybackup.

Replacing the Battery
Open the door, carefully pull the battery off the shelf and remove the black and red wires. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

NOTE #1: If you have AT&T U-verse services (voice, high speed Internet, and/or TV), you must also have battery backup power for the Residential Gateway for your AT&T U-verse services to function during a power outage. For Residential Gateway battery-replacement and recycling information contact BELKIN at 866-539-5791 or www.belkin.com/gatewaybattery. For more information, please refer to your Feature Guide and your Belkin® | Residential Gateway Battery Backup User Manual.

NOTE #2: If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

NOTE #3: If you have a monitored home alarm that uses AT&T voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your AT&T voice or Internet service, as applicable. (AT&T voice service requires ONT battery backup power, and AT&T U-verse services, including AT&T U-verse voice service, requires both ONT and Residential Gateway battery backup power to function during a power outage).

NOTE #4: The ONT battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

NOTE #5: A new, fully charged ONT backup battery will provide four to eight hours of backup power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. To conserve battery backup power for emergency calls, you should not use Internet services, U-verse TV or make unnecessary voice calls during a power outage.

If you have any additional questions, please call 1.800.ATT.2020 or 1.800.288.2020.

AT&T DC UPS

Operation Manual

(Leave with Customer)

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1 PRODUCT INTRODUCTION

1.1 General Description

The DC UPS (ONT Uninterruptable Power Supply with Battery Back-Up Unit) is designed to be mounted inside a customer premises. The DC UPS converts 120/230Vac to 12Vdc and provides four to eight hours of backup battery power for lifeline POTS and Ethernet services in the ONT.

Alarm outputs are available on the DC UPS to monitor the status of the backup battery (On/Low/Faulty/Missing). The DC UPS indicates its status to the resident with LEDs and audible alarms and to the outdoor ONT by a signal return connection.

1.2 Components

The DC UPS consists of a dedicated 120V/230ac to 12Vdc power supply with Battery Backup and dedicated support cables.

The DC UPS houses a dedicated battery charger to maintain a 12Vdc, 7.2Ah lead-acid sealed battery, battery monitoring and alarm circuitry. It contains four indicator LEDs to provide operational status at a glance, status audible alarms, and one customer-operation button to silence the audible alarm for 24 hours.

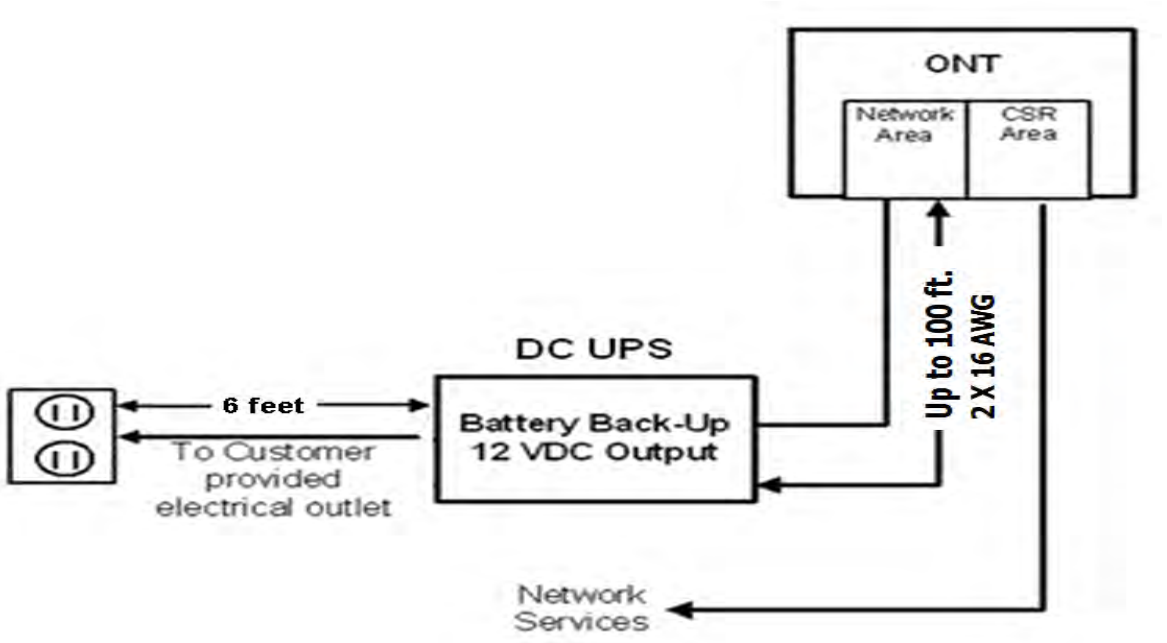


Figure 1: DC UPS Power Supply and ONT System Configuration

2 IMPORTANT SAFETY NOTES

- ONLY qualified installation and repair personnel should service this power supply.
- SAVE THESE INSTRUCTIONS - This manual contains important instructions for the DC UPS units that should be followed during maintenance.
- Batteries may produce hazardous currents and may present a burn hazard if damaged or shorted.
- The following precautions should be observed when working on the unit:
  1. Remove watches, rings, or other metal objects.
  2. Wear protective clothing and eye protection when working with batteries and installing this equipment.
  3. Always carry a water supply to wash eyes and/or skin if exposed to battery electrolyte.
  4. Use tools with insulated handles.
  5. Examine the packing container for damage. Notify the carrier immediately if damage is present.
  6. Do not disassemble the unit.
  7. Do not operate near water or excessive humidity.
  8. Keep liquid and foreign objects from getting inside the unit.
  9. Do not operate close to gas or fire.
  10. Do not operate unit near leaking liquid or if any liquid residue is present.
  11. Immediately unplug Power Supply from AC if you see liquid leaking
  12. ABP power source needs to use Alkaline battery (1.5V*12pcs)

2.1 Electrical Warnings

- Servicing this equipment may require working with protective covers removed and utility power connected. Use extreme caution during these procedures.
- Check that the power cord(s), plug(s), and outlets are in good condition.
- No user serviceable components other then the battery are present in the DC UPS.

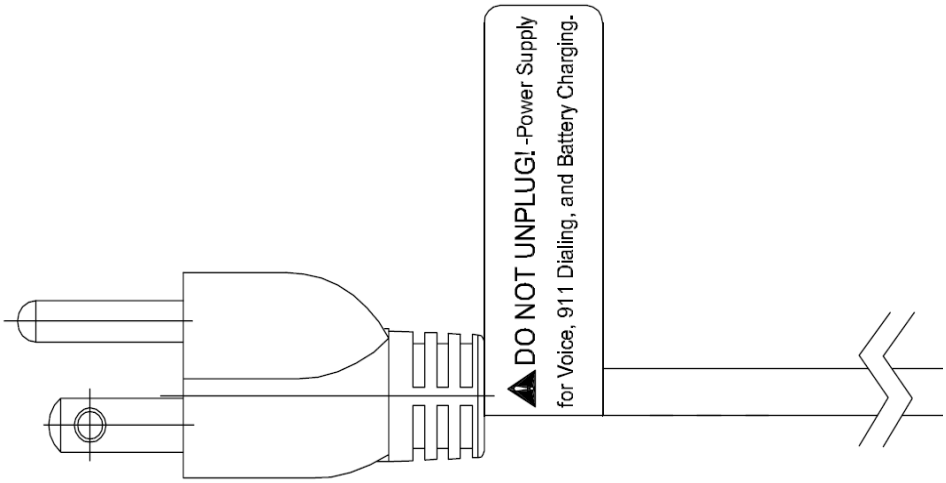
2.2 Battery Warnings

- Battery Warranty is top-charge date plus thirty-six months. Replacement battery should be PX12072F2-HG. Replacement battery can be ordered by contacting GS Battery at 1-800-472-2879 or www.gsbattery.com.
- Danger of explosion if battery is incorrectly connected or replaced.
- Worn-out or damaged batteries are considered environmentally unsafe. Always recycle used batteries or dispose of the batteries in accordance with all federal, state and local regulations.
- Any gel or liquid emissions from the sealed lead-acid (SLA) battery contain sulfuric acid, which is harmful to the skin and eyes. Emissions are electrically conductive and corrosive.
- Batteries may produce explosive gases. Keep all open flames and sparks away from batteries.
- Batteries contain or emit chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Battery post terminals and related accessories contain lead and lead compounds. Wash hands after handling (California Proposition 65).
- Wear protective clothing and eye protection whenever installing, maintaining, servicing, or replacing batteries.
- If any battery emission contacts the skin, immediately and thoroughly wash with water. Follow approved chemical exposure procedures.

- Neutralize any spilled battery emission with the special solution contained in an approved spill kit or with a solution of one pound Bicarbonate of soda to one gallon of water. Report chemical spills and seek medical attention if necessary.
- Never use un-insulated tools or other conductive materials when installing, maintaining, servicing or replacing batteries.
- A battery showing signs of cracking, leaking, or swelling should be replaced immediately with a battery of identical type and rating.

2.3 Safety Warning Label

The AC power cord is supplied with the warning label “DO NOT UNPLUG! – Power Supply for Voice, 911 Dialing, and Battery Charging” attached to the cord.



⚠ DO NOT UNPLUG! – Power Supply for Voice, 911 Dialing, and Battery Charging.

Figure 2: Warning Label

3 OPERATION

3.1 Control

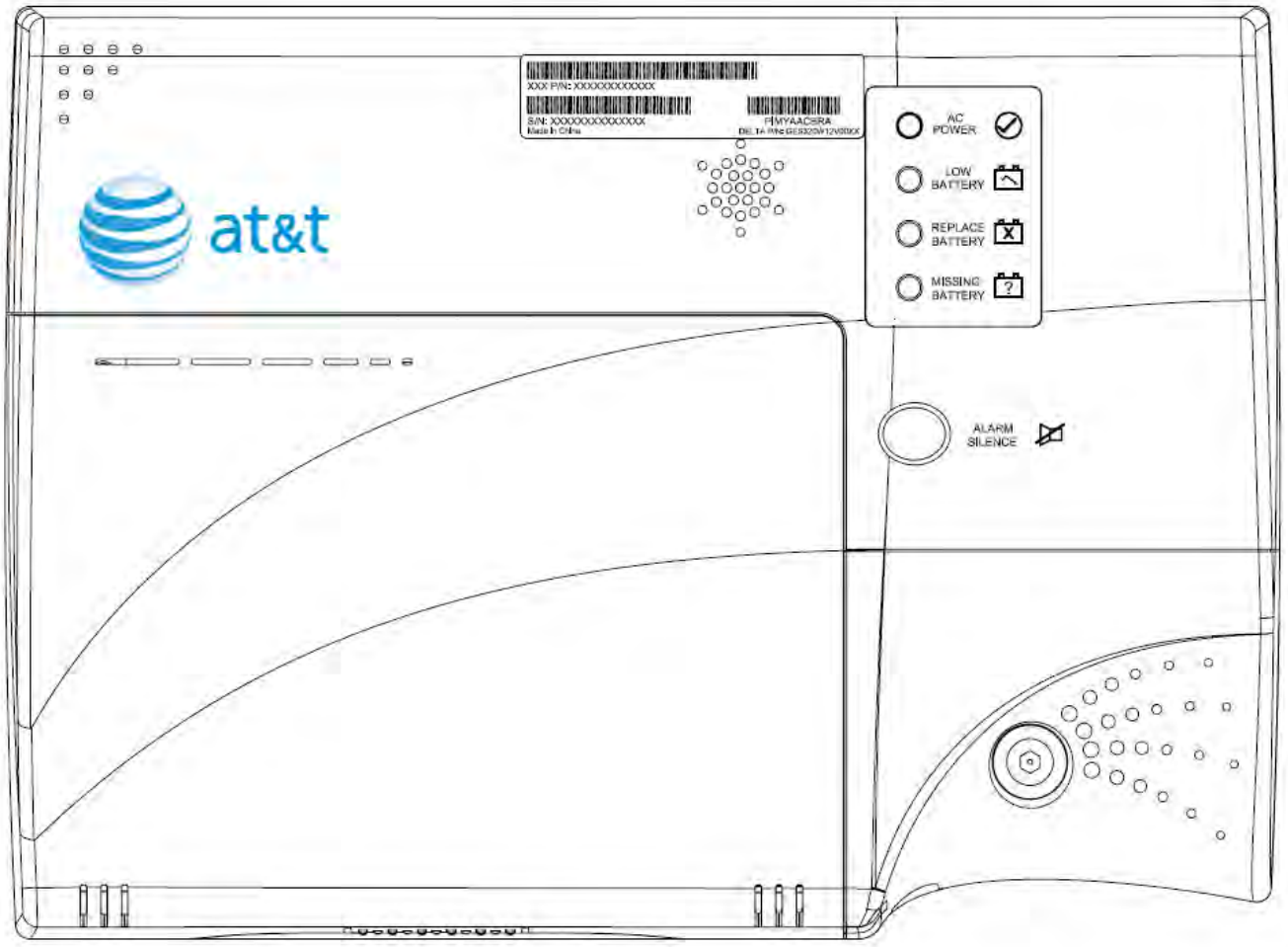


Figure 3: DC UPS Front Panel LEDs and Control

One user control is present in the form of one blue button on the front cover of the DC UPS. This alarm-silence button will quiet the audible alarm for 24 hours. After 24 hours the alarm will reactivate if the fault condition has not been corrected.

Function	Symbol	Type	Location	Function
Alarm Silence		Push	Front Cover	Press & hold 1~2 seconds to mute alarm for 24hrs.

Table 1: Customer Button Operation

3.2 Operational LEDs

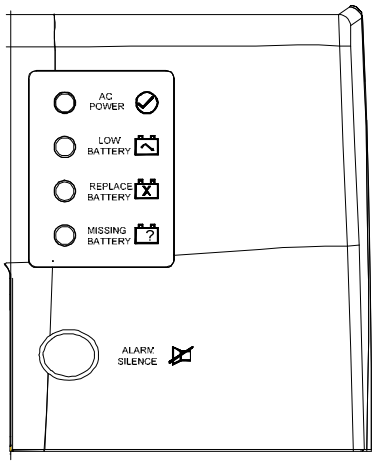


Figure 4: DC UPS Front Panel LEDs

Four status LEDs are displayed on the front panel of the DC UPS. The operation of the DC UPS can be assessed using these LEDs.

LIGHT INDICATOR DEFINITIONS:		LIGHT ON	LIGHT OFF/BLINKING
	AC POWER	NORMAL OPERATION	AC POWER FAILURE
	LOW BATTERY	USING BATTERY POWER	LOW BATTERY CAPACITY (REACHED ABOUT 90% DISCHARGE)
	REPLACE BATTERY	REPLACE BATTERY (SEE INSTRUCTIONS)	BATTERY OK
	MISSING BATTERY	WITHOUT BATTERY INSTALLATION	BATTERY OK

Table 2: LED Indicators

3.3 Alarms

There are audible and visual alarm signals to alert the customer to abnormal and/or service affecting conditions present in the DC UPS.

3.4 Alarm LEDs and Corresponding Audible Alarms

TYPE	Condition	Buzzer
ON Battery	Battery being discharged	Beeps ONCE during switchover to battery back-up
Low Battery	Reached about 90% discharge	Beeps 4 times per minute
Replace Battery	Battery failed self test	Beep once every 15 minutes
Missing Battery	No battery installed or battery disconnected	None

Table 3: Audible Alarm

3.5 Audible Alarm

TYPE	Condition	Buzzer
Input Power Fail	Loss of input power	1 second beep at power loss
Replace Battery	Battery failed self test	Beep once every 15 minutes
Low Battery	Reached about 90% discharge	Beeps 4 times/minute

Table 4: Audible Alarm Actions

4 MAINTENANCE

4.1 Maintenance Mode

Every 45 days the DC UPS automatically self tests the battery to determine its remaining useful life. No user intervention is needed. If the unit detects a failed battery, the “Replace Battery” LED indicator on the unit will light and the audible alarm will beep once every 15 minutes.

4.2 Customer Battery Replacement

Battery replacement is detailed on a label located inside the front cover of the DC UPS.

Remove the Battery:

1. Open the front cover of the DC UPS by depressing the tab located at bottom of unit.
2. Detach the Velcro and pull out the old battery.
3. Disconnect the battery terminals (“**+**” & “**-**“) of DC UPS.
4. Remove the battery.

Install the Battery:

1. Reconnect “**+**” & ”**-**“ terminals to the new identical type battery.
2. Install the new battery.
3. Attach the Velcro and make sure the wires of the battery are free and not pinched by the battery or door.
4. Close the door of the DC UPS.

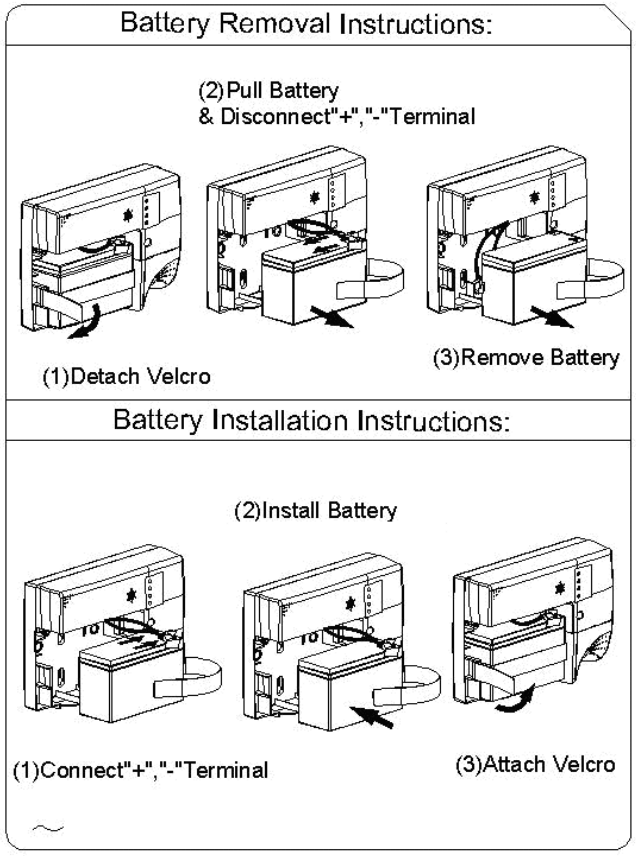


Figure 5: Battery Replacement

CyberPower ATT36A12V3S

(Leave Behind Manual)

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1 PRODUCT INTRODUCTION

1.1 General Description

The ONT-BBPSU (Optical Network Terminal Uninterruptable Battery Backup Power Supply Unit) is designed to be mounted inside a customer premises and provides power to the ONT. The Optical Network Terminal (ONT) is an equipment box typically installed on the outside of your home, where the fiber network terminates and the inside wiring for your home originates. The BBPSU supports wireline voice communications services by converting 120/230Vac to 12Vdc. AT&T supplies the initial backup battery for the BBPSU to the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises. When equipped with a new, fully charged battery, the BBPSU provides four to eight hours of backup battery power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions. To conserve battery backup power for emergency calls, you should not use Internet services during a power outage.

1.2 Components

The **ATT3612V3S** unit consists of a dedicated 120/230Vac to 12Vdc power supply with Backup Battery and dedicated support cables.

The **ATT3612V3S** unit houses a dedicated battery charger to maintain a 12Vdc, 7.2Ah sealed lead-acid battery, battery monitoring and alarm circuitry. It contains four indicator LEDs to provide operational status at a glance, status audible alarms, and one customer-operation button to silence the audible alarm for 24 hours.

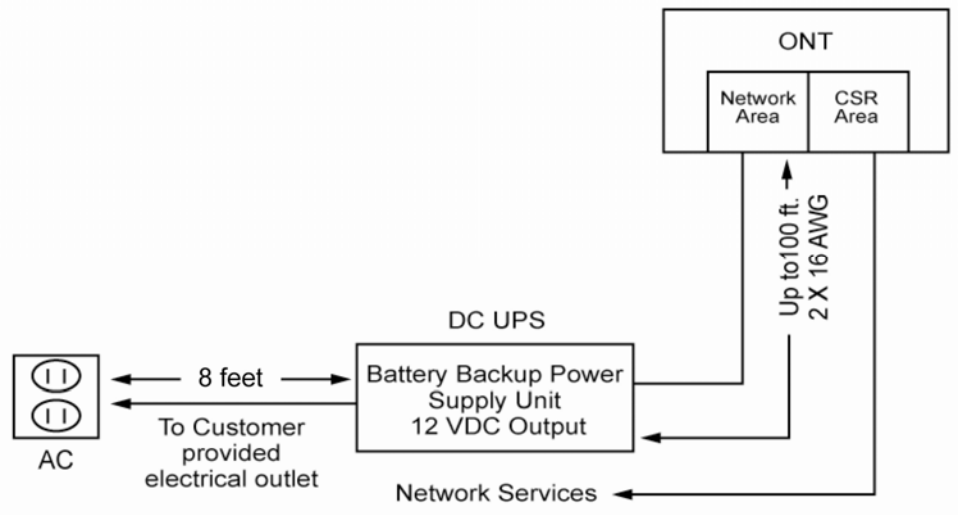


Figure 1: CyberPower Power Supply and ONT System Configuration

2 IMPORTANT SAFETY NOTES

- ONLY qualified installation and repair personnel should service this power supply.
- SAVE THESE INSTRUCTIONS - This manual contains important instructions for the **ATT3612V3S** units that should be followed during installation and maintenance.
- Verify the supplied AC line voltage prior to installation using an AC voltage meter.
- Verify branch circuit breaker or fuse on the service feed is correct for the equipment being installed.
- Batteries may produce hazardous currents and may present a burn hazard if damaged or shorted.
- The following precautions should be observed when working on the unit:

1. Remove watches, rings, or other metal objects.
2. Wear protective clothing and eye protection when working with batteries and installing this equipment.
3. Always carry a water supply to wash eyes and/or skin if exposed to battery electrolyte.
4. Use tools with insulated handles.
5. Examine the packing container for damage. Notify the carrier immediately if damage is present.
6. Do not disassemble the unit.
7. Do not operate near water or excessive humidity.
8. Keep liquid and foreign objects from getting inside the unit.
9. Do not operate close to gas or fire.
10. Do not operate unit near leaking liquid or if any liquid residue is present.
11. Immediately unplug Power Supply from AC if you see liquid leaking.

2.1 Electrical Warnings

- Servicing this equipment may require working with protective covers removed and utility power connected. Use extreme caution during these procedures.
- Check that the power cord(s), plug(s), and outlets are in good condition.
- No user serviceable components other then the battery are present in the **ATT3612V3S** unit.

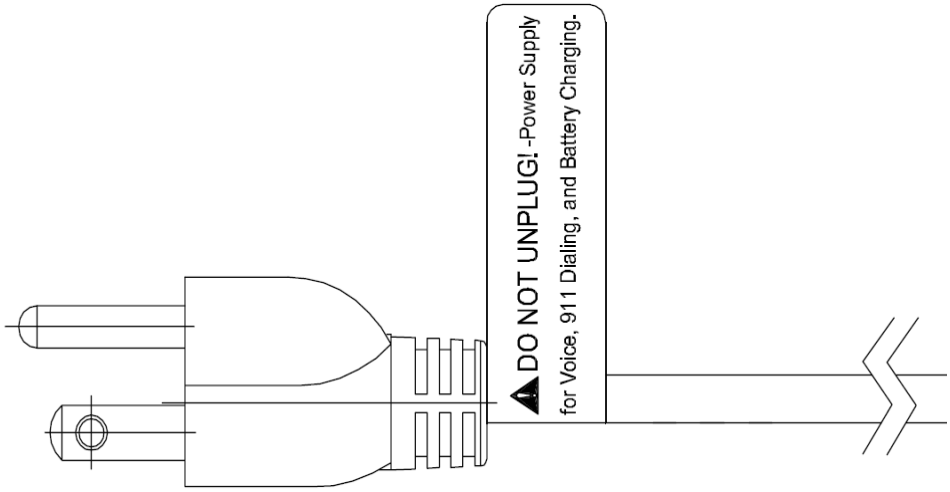
2.2 Battery Warnings

- Battery Warranty is top-charge date plus thirty-six months. Replacement battery should be Model # PX12072F2-HG. Replacement battery can be ordered by contacting GS Battery at 1-800-228-7078 or www.gsbattery.com.
- Danger of explosion if battery is incorrectly connected or replaced.
- Worn-out or damaged batteries are considered environmentally unsafe. Always recycle used batteries or dispose of the batteries in accordance with all federal, state and local regulations.
- Any gel or liquid emissions from the sealed lead-acid (SLA) battery contain sulfuric acid, which is harmful to the skin and eyes. Emissions are electrically conductive and corrosive.
- Batteries may produce explosive gases. Keep all open flames and sparks away from batteries.
- Batteries contain or emit chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Battery post terminals and related accessories contain lead and lead compounds. Wash hands after handling (California Proposition 65).

- Wear protective clothing and eye protection whenever installing, maintaining, servicing, or replacing batteries.
- If any battery emission contacts the skin, immediately and thoroughly wash with water. Follow approved chemical exposure procedures.
- Neutralize any spilled battery emission with the special solution contained in an approved spill kit or with a solution of one pound Bicarbonate of soda to one gallon of water. Report chemical spills and seek medical attention if necessary.
- Never use un-insulated tools or other conductive materials when installing, maintaining, servicing or replacing batteries.
- A battery showing signs of cracking, leaking, or swelling should be replaced immediately with a battery of identical type and rating.

2.3 Safety Warning Label

The AC power cord is supplied with the warning label “DO NOT UNPLUG! – Power Supply for Voice, 911 Dialing, and Battery Charging” attached to the cord.



⚠ **DO NOT UNPLUG! – Power Supply for Voice, 911 Dialing, and Battery Charging.**

Figure 2: Warning Label

3 POWER SUPPLY OVERVIEW

3.1 Overview

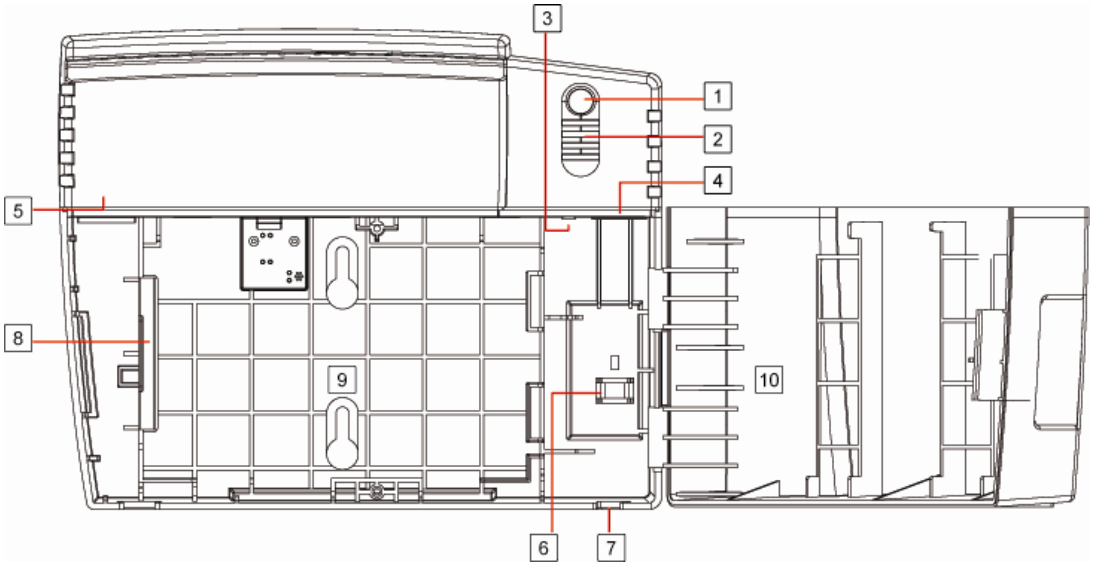


Figure 3: Unit Overview (Front)

1. Control Buttons (Alarm Silence)
2. LED Indicators (System Status/Battery Power/Replace Battery/Auxiliary Power Source)
3. Battery Input Power Connector
4. 7 Pin Connector
5. AC Power Cord Inlet
6. Strain Relief and Cable Tie for DC Power Cable
7. Pass-through Hole for DC Power Cable
8. Battery Release Latch
9. Battery Compartment
10. Cover

4 OPERATION

4.1 Start-Up

Make sure that the battery connector is plugged in, the battery is locked into place, and the battery door is closed. Plug the ATT3612V3S power supply into AC power. The LED of system status showing green indicates normal mode of operation. The unit is now ready to be placed into service.

4.2 Controls

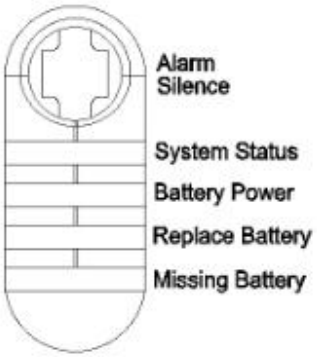


Figure 4: Front Panel LED and Controls

One user control is present in the form of one blue button on the front cover of the BBPSU. This alarm-silence button will quiet the audible alarm for 24 hours. After 24 hours the alarm will reactivate if the fault condition has not been corrected.

Function	Symbol	Type	Location	Function
Alarm Silence		Push	Front Cover	Press and hold the button for 3 seconds to silence the audible alarm for 24 hours

Table 1: Customer Button Operation

4.3 Operational LEDs

Four status LEDs are displayed on the front panel of the BBPSU. The operation of the BBPSU can be assessed using these LEDs.

Indicator	Color	Condition
Alarm Silence Button	Blue	Press and hold the button for 3 seconds to silence the audible alarm for 24 hours.
System Status	Green	Indicates normal mode of operation.
Battery Power (Working)	Green	Indicates the battery is supplying the power.
Battery Power (Low)	Flashing Green	Battery Power is nearly depleted. Beeps four times every two minutes.
Replace Battery	Red	Battery replacement required alarm will beep twice every 3 minutes.
Missing Battery	Red	Indicates that the battery is disconnected or removed. No Audible Alarm.

Table 2: LED Indicators

4.4 Auxillary Power Connection

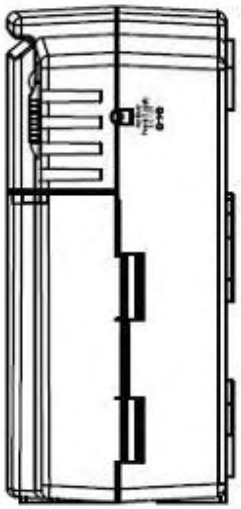


Figure 5: Auxiliary Power Connection

Connection point for customer-supplied DC input voltage shall be 12Vdc. After depleting the on-board battery capacity, the ATT3612V3S will utilize power from a valid and present external source. The auxiliary power source supplies power to the load (ONT) in the event of AC input voltage failure and a depleted battery.

4.5 Alarms

There are audible and visual alarm signals to alert the customer to abnormal and/or service affecting conditions present in the BBPSU.

LEDs	Condition	Status LED	Audible Alarm	Description
System Status	Normal	Status LED on (Green)	No Audible Alarm	Condition normal
Battery Power	On Battery	Battery Power LED on (Green)	Beeps once when the AC input fails	AC is off, Battery is supplying the power
Battery Power	Low Battery	Battery Power LED on (Flashing Green)	Beeps four times every two minutes	When the battery is nearly depleted, the Battery LED will flash and the audible alarm will beep 4 times every two minutes.
Replace Battery	Replace Battery	Replace Battery LED on (Red)	Beeps twice every three minutes	The unit will perform a periodic battery test automatically without disrupting operation. If the battery needs to be replaced, the Replace Battery LED will be illuminated and the audible alarm will beep twice every three minutes
Missing Battery	Missing Battery	Missing Battery LED on (Red)	No Audible Alarm	The Missing Battery Led will be illuminated due to a missing battery.

Table 3: Alarms

5 MAINTENANCE

5.1 Maintenance Mode

Maintenance mode determines remaining useful battery life. If the remaining battery life is determined to be below an acceptable level and unable to support proper operation, the Replace Battery LED will be illuminated.
- The ATT3612V3S enters the maintenance mode approximately once every 45 days.
- In the event that ATT3612V3S is in the maintenance mode and an AC failure occurs, maintenance mode will cease and the ATT3612V3S will supply the power to the load.

5.2 Customer Battery Replacement

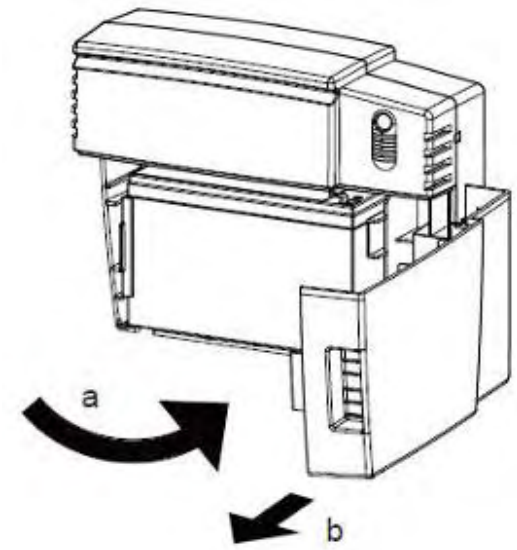


Figure 6

← Step 1:
a. Open the battery cover.
b. Open door 90 degrees and remove by pulling away from enclosure.

→ Step 2:
a. Release the battery latch.
b. Slide battery off of the shelf.
c. Disconnect the battery harness with the two-position locking connector.

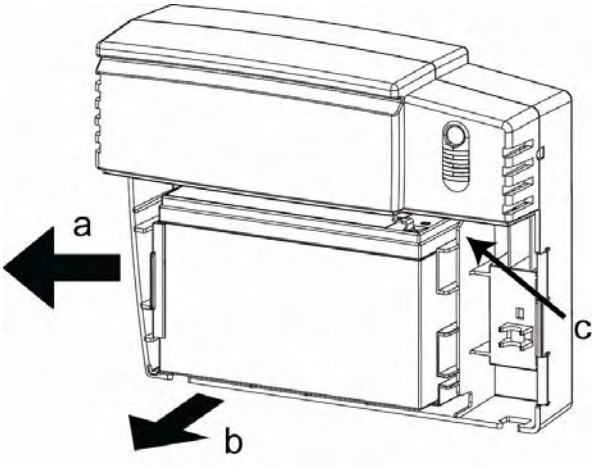


Figure 7

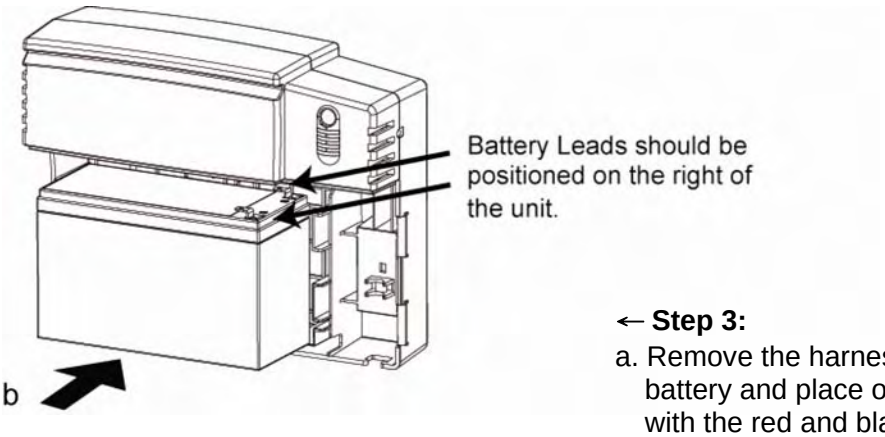


Figure 8

← Step 3:

a. Remove the harness from the old battery and place on the new battery with the red and black Faston terminals, observing correct polarity, then reconnect the two-position locking connector.
b. Slide the battery back into the compartment and make sure it latches.
c. Replace door and close.

Battery Type

The battery is a standard sealed lead acid battery rated at 12Vdc / 7.2Ah. When required, the battery may be replaced with an approved 12Vdc / 7.2Ah battery.

Batteries are considered HAZARDOUS WASTE and must be disposed of properly. Most retailers that sell batteries collect used batteries for recycling.

6 SPECIFICATIONS

Model	ATT3612V3S
Input	
Voltage Range	100Vac – 240Vac (Universal Input)
Frequency Range	50-60Hz
Input Power Cord	NEMA 5-15 / 3-Prong Power Cord, Earth Grounded
Output	
On Battery Output Voltage	12Vdc
Continuous Power Capability	36W
Efficiency (at 75% Max Load)	>75%
Battery	
Battery Type	Sealed, Maintenance Free Lead-Acid Battery
Numbers of Battery	12Vdc / 7.2AH x 1
Typical Recharge Time	<24 hours
Replaceable	Yes
Surge Protection and Filtering	
Lightning / Surge Protection	Yes
Management	
Auto-Charge	Yes
Physical	
Maximum Dimensions (LxWxD) (in)	9.37 x 7.48 x 3.39
Weight (lb)	1.79
Environment	
Operating Temperature	-20ºC – +55ºC (-4ºF - 131ºF) with excursions to 65ºC
Operating Humidity	0 – 95% noncondensing within enclosure
Max Operating Elevation	10,000ft (3,000m)
Max Storage Elevation	50,000ft (15,000m)
Storage Temperature	-20ºC – +55ºC (-4ºF - 131ºF)

Table 4: Specifications

at&t AT&T U-verse

U-verse Voice Back-up Power for RG & ONT

Historically, telephone service has been powered by electrical power within the telephone network. Your AT&T U-verse Voice service, including 911 dialing, requires electrical power and will not function during a power outage without battery backup power at your premises; therefore, you must at all times maintain a working backup battery for both your Residential Gateway (RG) and Optical Network Terminal (ONT) (if applicable, please see below) at your premises. You are solely responsible for monitoring the RG and ONT (if applicable) backup batteries to determine when they require replacement, and replacing and recycling used batteries in accordance with manufacturer or vendor directions. You are solely responsible for obtaining and maintaining backup batteries or other sources of power for any cordless phones you use with your U-verse Voice Service. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

In the event of a power outage, you should ensure you have one corded single-line, touchtone phone connected directly to the AT&T U-verse Residential Gateway or your in-home wiring and the RG Battery Backup connected to the RG. (Rotary/pulse phones do not work with AT&T U-verse Voice service.) If you connect more than one corded phone, it will use more power; if you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped. If you have a monitored home alarm that uses AT&T voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your AT&T voice or Internet service, as applicable. If you have a monitored home alarm, you should never plug a multi-line phone directly into the Residential Gateway—it could interfere with the alarm signals. You should not connect the RG battery backup to any device other than the AT&T U-verse Residential Gateway or use it with any service other than your AT&T U-verse Voice service, and you should always have an alternative means of dialing 911, such as via a cellular telephone. The RG battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

Broadband Network: AT&T U-Verse Voice is provided to you over a broadband (Internet Protocol or "IP") network. If there is a broadband network outage, your AT&T U-verse Voice service will not function and you will not be able to make 911 calls with this service. AT&T recommends that you always have an alternative means of accessing 911 during a broadband outage, such as via a cellular phone.

The **OPTICAL NETWORK TERMINAL (ONT)** is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. Please refer to the pictures below to determine whether you have an ONT. The ONT also requires electrical power from your home to operate, which you are responsible for providing. AT&T installs an initial power supply box for the ONT when the first resident at a premise orders AT&T services. The ONT power supply box converts the AC power in your home to the DC power required by the ONT.

The **RESIDENTIAL GATEWAY (RG)** is located inside your house and uses electrical power to deliver all your U-verse services. The battery backup) for the RG must be installed inside your house near the RG, and be easily accessible. The RG battery backup supplies power for your AT&T U-verse Voice service; it does not supply power for cordless phones (and it does not supply power for your network interface device or ONT, typically located on the outside of your home, which may also require battery-backup power for your AT&T U-verse Voice service to function).

If you have AT&T U-verse services (voice, high speed Internet, and/or TV), you must also have battery backup power for the Residential Gateway for your AT&T U-verse services to function during a power outage. AT&T will not provide support for, or be responsible for, ongoing maintenance or management of equipment, including the initial RG battery backup unit or the initial ONT backup battery (if required) provided to AT&T U-verse Voice customers. If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

During a power outage, to conserve battery power for necessary AT&T U-verse Voice calls, DO NOT use any U-verse service other than AT&T U-verse Voice during the power outage. You should avoid making unnecessary calls and not use AT&T Internet service. AT&T recommends that you use a corded phone with AT&T U-verse Voice during a power outage. (Cordless phones require electrical power to work and may not be equipped with backup batteries). AT&T also recommends that you always have an alternative means of accessing 911 during a power outage, such as a cellular phone.

Portable generators with 120-volt outlets and extension cords will power the RG Battery Backup in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (*e.g.*, Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Residential Gateway (RG) and Battery Backup Unit (BBU)

Backup Battery for RG: AT&T provides an initial RG battery backup unit, with an initial backup battery, for purchasers of AT&T U-verse Voice service. When equipped with a new, fully charged backup battery, it will provide approximately four hours of battery backup power. It takes approximately 18 hours to charge an initial backup battery after U-verse Voice is installed and/or after a replacement battery is installed at normal indoor temperatures. For battery-replacement and recycling information, please call Belkin at 866-539-5791, or visit their website at www.belkin.com/gatewaybattery.

Information regarding where replacement batteries can be purchased is listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:

Belkin: F6C127xBAT

China Storage Battery: GP 1272

Yuasa: NPW 36-12

Consumer Batteries are commercially widely available at retail locations such as:

- Belkin Website 866-539-5791 (AT&T recommended provider) *www.belkin.com/gatewaybattery*.
- China Storage Battery
- Yuasa
- Radio Shack
- Local hardware stores
- Battery Plus
- Sears

How to determine when to replace your RG battery:

The yellow LED on the front panel will flash and the audible alarm will sound every second which indicates a low battery. This alarm will continue until the unit performs a forced shutdown when the battery is depleted. The red LED on the front panel will flash and

the audible alarm will sound every two seconds when the battery needs replacing. This alarm warns that the battery has reached the end of its useful life and the user must replace the battery as soon as possible to ensure proper operation of the RG battery backup

How do I replace the RG battery:

Remove the battery door on the rear of the device. Disconnect the RG Battery Backup from power and any connected devices. Remove the battery from enclosure; remove the wire connections from the battery. Connect the new battery (black-to-black, red-to-red); place the battery into the enclosure. Securely reconnect the battery door.

Battery (@ 77 degrees F):

Type/Rating 12V/7.2Ah

F2 Faston connectors and a size not to exceed 5.94" Length x 2.56" Depth x 3.7" Height

Typical Battery Recharge Time 18 hours for a new and fully depleted battery at normal indoor temperature

Typical Backup Time 4 hours—With a new, fully charged,

CSB- or YUASA-branded battery or other battery recommended or supplied by Belkin, with one corded single-line, touchtone phone connected to the AT&T U-verse℠ Residential Gateway directly or through your in-home wiring, and with no other equipment and no service other than AT&T U-verse℠ Voice service drawing power from the RG Battery Backup. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions.

Additional Limitations: Please note that AT&T U-verse Voice will work only in your home. You will not be able to make any calls, including 911 calls, from any other location, even if you move the Residential Gateway (RG) or an external Telephone Adapter (TA) to the new location.

If you have an RG inside your premises, you may also have an Optical Network Terminal ("ONT"), which is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. All of the following information only applies if you have an ONT. Please refer to the pictures below to determine whether you have an ONT.

OPTICAL NETWORK TERMINAL (ONT) –

Your AT&T voice and Internet services require electrical power from your home to operate. Electricity from your home powers the Optical Network Terminal (ONT), an equipment box where AT&T's fiber network terminates and inside wiring for your home originates. AT&T provides a Power Supply Unit (PSU) for the ONT,

which can be placed within 100 feet of the ONT and is installed inside your home or garage. AT&T supplies an initial backup battery in the PSU for the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises. (If you are not the first resident, you will not have an initial backup battery from AT&T; therefore, you should check the PSU for the presence and status of a backup battery and place/replace if necessary).

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power for the ONT. During a power outage, if you wish to conserve battery power for making and receiving necessary calls, you should avoid making unnecessary calls and not use AT&T Internet service. To conserve battery backup power for emergency calls, you should not use Internet services, U-verse TV or make unnecessary voice calls during a power outage.

The ONT battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

Determine ONT Power Supply Unit (PSU) Type At Your Home – Refer To Images Below:

Delta One Piece PSU

Delta Two Piece PSU

CyberPower PSU

APC PowerShield PSU's
(Two models that look the same; model numbers CP24U12 & CP27U13)

Backup Battery for ONT: You are responsible for monitoring the backup battery and will need to replace it when necessary. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power. For ONT battery replacement and recycling please contact GS Battery (USA) Inc.

at 1.800.472.2879 or *www.gsbattery.com*. Be sure to have the battery model number warranty date available which is located on the label on the side of the battery available, which is PX12072-HG. The battery number is also located on the label on the side of the battery. AT&T does not supply replacement batteries.

When equipped with a new, fully charged backup battery, it will provide four to eight hours of battery backup power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations.

Batteries must be of the 12Volt - 7.2 amp hour variety with F2 Faston connectors and a size not to exceed 6.05" Length x 2.6" Depth x 4.05" Height.

Portable generators with 120-volt outlets and extension cords will power the PSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Information regarding where replacement batteries can be purchased is listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:

GS Battery (USA), Inc.: PX12072-HG

Consumer Batteries are commercially widely available at retail locations such as:

- GS Battery (USA), Inc. 1.800.472.2879 (AT&T recommended provider) *www.gsbattery.com*
- Batteries Plus
- Radio Shack
- Sears
- Amazon (via Internet)

Determine the Power Supply Unit (PSU) type

On the front of Power Supply Unit (PSU) is a label that shows the Serial Number designated by S/N. If the S/N starts with DAE this is a Delta PSU. If the S/N starts with CYB this is a CyberPower PSU. Two models that look the same are the APC PowerShield

PSU's. To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit.

How to determine when to replace your ONT battery:

Delta One Piece PSU:

There are status lights on the front right of the Delta One Piece PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

Delta Two Piece PSU:

There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light - third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply.

CyberPower PSU:

There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit also has a Missing Battery status light, which will be red if no battery is connected to the power supply.

APC PowerShield PSU Model # CP24U12:

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit.

To determine if the battery is missing, open the door and look for a battery.

APC PowerShield PSU Model # CP27U13:

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

How do I replace the ONT battery?

Open the door, carefully pull the battery off the shelf and remove the black and red wires. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

If you need further assistance, visit att.com/newbattery

ATT1024100734

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at&t AT&T U-verse

U-verse Voice Back-up Power for iNID

Historically, telephone service has been powered by electrical power within the telephone network. Your AT&T U-verse Voice service, including 911 dialing, requires electrical power and will not function during a power outage without battery backup power at your premises; therefore, you must at all times maintain a working backup battery for the Intelligent Network Interface Device (iNID) at your premises. You are solely responsible for monitoring the iNID backup battery to determine when it requires replacement, and replacing and recycling used batteries in accordance with manufacturer or vendor directions. You are solely responsible for obtaining and maintaining backup batteries or other sources of power for any cordless phones you use with your U-verse Voice Service. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

In the event of a power outage, you should ensure you have one corded single-line, touchtone phone connected directly to your in-home wiring. (Rotary/pulse phones do not work with AT&T U-verse Voice service.) If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped. You should not connect the iNID backup battery to any device other than the AT&T U-verse iNID or use it with any service other than your AT&T U-verse Voice service, and you should always have an alternative means of dialing 911, such as via a cellular telephone. The iNID backup battery will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

Broadband Network: AT&T U-Verse Voice is provided to you over a broadband (Internet Protocol or "IP") network. If there is a broadband network outage, your AT&T U-verse Voice service will not function and you will not be able to make 911 calls with this service. AT&T recommends that you always have an alternative means of accessing 911 during a broadband outage, such as via a cellular phone.

INTELLIGENT NETWORK INTERFACE DEVICE (iNID) includes three components: a unit typically located on the outside of your premises or in your garage where AT&T's network terminates **(the outside unit)**; a home networking hub which provides wireless networking capability and is located inside your premises **(the inside unit)**; and, a power supply unit typically located in a sheltered area either inside your premises or in an attached

structure – garage, closet or basement **(iPSU)**. The iPSU includes a backup battery and usually will be located near where power comes into your home. The iPSU must be located within 100 feet of where AT&T's network terminates. If the iPSU is located in an area that you do not use regularly, you should check the status of the iPSU periodically to ensure that you receive any visual or audible warnings regarding the condition of the iPSU and battery backup. Portable generators with 120-volt outlets and extension cords will power the iPSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Your AT&T U-verse Voice service iPSU requires a backup battery to maintain your AT&T U-verse Voice service in the event of a short disruption to your electric power. During a power outage, to conserve battery power for necessary AT&T U-verse Voice calls, DO NOT use any U-verse service other than AT&T U-verse Voice during the power outage. You should avoid making unnecessary calls and not use AT&T Internet service. AT&T recommends that you use a corded phone with AT&T U-verse Voice during a power outage. If you have other AT&T U-verse services (high speed Internet, and/or TV), you must provide battery backup power for your inside unit for your AT&T U-verse services to function during a power outage as well as power for your terminal devices. If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

iNID Power Supply Unit (iPSU)

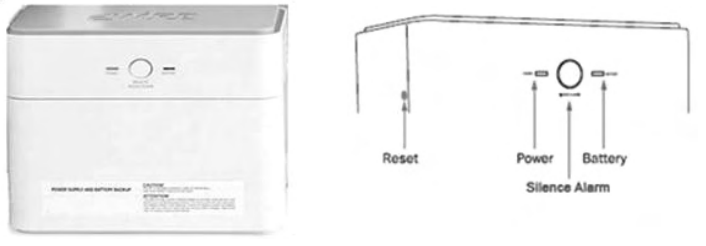

Figure 1

Backup Battery for iNID Power Supply Unit (iPSU): AT&T provides an initial iNID Power Supply battery backup unit for the first purchaser of AT&T U-verse Voice service. All subsequent backup battery replacements are the responsibility of the customer at the premises. (If you are not the first purchaser of AT&T U-verse

Voice service, you will not have an initial backup battery from AT&T, therefore, you should check the iNID Power Supply for the presence and status of a backup battery and place/replace if necessary).

For battery replacement and recycling information and to purchase replacement batteries, please call EnerSys at 1-866-327-5755 or visit the website *www.fibersafebattery.com*.

- The iNID internal battery voltage is 12 VDC.
- Incorrect or substitute battery connection replacement creates a risk of explosion
- The iNID battery is within the intelligent Power Supply Unit (iPSU). (Figure 1)
- The iPSU contains a small battery. It is a FiberSafe 12 VDC 12 Ah Sealed Valve Regulated Lead Acid (VRLA) battery. The used battery must be properly recycled.
- The iPSU battery is intended for installation and operation in a controlled environment i.e., inside the garage area free of conductive contaminates.
- No user-serviceable parts exist inside the iNID. Refer any repair issues only to qualified technicians.

Information regarding where replacement batteries can be purchased is listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:

EnerSys: FiberSafe12

Consumer batteries are only available for purchase from EnerSys at 1-866-327-5755 or *www.fibersafebattery.com*.

How to determine when to replace your iPSU battery:

When the battery needs to be replaced, a chirp sounds intermittently unless you press the button to silence it for 12 hours. The chirp resumes after 12 hours if the battery is not replaced.

Flashing red indicates that the battery needs to be replaced.

Solid green indicates that the batter is installed and functioning properly.

Off indicates that no battery is installed.

Note: The **BATTERY** indicator works properly only when the iPSU is connected to and communicates with the outside unit.

How do I replace the iPSU battery?

Use a Phillips screwdriver to unfasten two screws (one on each side) securing the power supply battery cover. Press down on the tension springs and pull to disconnect the battery cable connector from the battery cable. Release the safety strap securing the battery. Insert the new battery gently into the housing. Connect the battery cable connector to the battery cable. Secure the battery with the safety strap. Replace the housing cover and fasten the cover with the two screws.

Battery (@ 77 degrees F):

Type/Rating 12V/12Ah

Typical Battery Recharge Time <24 hours to 90%

Typical Backup Time approximately 4 hours — with a new, fully charged battery.

Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions.

If you need further assistance, visit att.com/newbattery

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ATTACHMENT B - ANNUAL NOTICE

TRADITIONAL TELEPHONE SERVICE OVER FIBER TO THE PREMISES

Bill page message:

BATTERY BACKUP INFO

Your telephone service requires electrical power from your home to operate. If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power. You are responsible for maintaining battery backup power. AT&T supplies an initial backup battery for the first resident at a premises where AT&T services are installed. (If you were not the first resident, you did not receive an initial backup battery). Please check the Power Supply Unit at your home for the presence and status of a backup battery and place/replace if necessary. For additional information, please visit us online at att.com/batterybackup or call 1.800.288.2020.

See next page for materials found at att.com/batterybackup

Important Battery Backup Information Regarding your AT&T Voice and Internet Service, including owner manuals. Please retain for your records.

Required Optical Network Terminal Battery Backup Power

Your AT&T voice and Internet services require electrical power from your home to operate. Electricity from your home powers the Optical Network Terminal (ONT), an equipment box where AT&T's fiber network terminates and inside wiring for your home originates. AT&T provides a Power Supply Unit (PSU) for the ONT, which can be placed within 100 feet of the ONT and is installed inside your home or garage. AT&T supplies an initial backup battery for the power supply unit to the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power for the ONT. During a power outage, if you wish to conserve battery power for making and receiving necessary calls, you should avoid making unnecessary calls and not use AT&T Internet service. (If you have AT&T Internet or U-verse Voice service(s), there are additional requirements for battery backup power for the Residential Gateway—see Note #1 below).

Optical Network Terminal Backup Battery Replacement

You are responsible for monitoring the backup battery and will need to replace it when necessary. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power. For ONT battery replacement and recycling please contact GS Battery (USA) Inc. at 1 (800) 472-2879 or www.gsbattery.com. Be sure to have the battery model number available, which is PX12072-HG. The battery number is also located on the label on the side of the battery. AT&T does not supply replacement batteries.

You may also be able to purchase replacement batteries through other suppliers (*e.g.*, Batteries Plus, Radio Shack and via the Internet from Amazon or Sears). Batteries must be of the 12Volt - 7.2 Amp Hour Variety with F2 Faston connectors and a size not to exceed 6.05" Length x 2.6" Depth x 4.05" Height. Locations where batteries are available are subject to change.

Portable generators with 120-volt outlets and extension cords will power the PSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (*e.g.*, Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Determine Power Supply Unit (PSU) Type At Your Home – Refer To Images Below:

Delta One Piece PSU

Delta Two Piece PSU

CyberPower PSU

APC PowerShield PSU's
(Two models that look the same; refer to model numbers below)

How to tell when to replace your battery

Delta One Piece PSU:

There are status lights on the front right of the Delta One Piece PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

For more information see the owner's manual: Learn More

Delta Two Piece PSU:

There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light - third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply.

For more information see the owner's manual: Learn More

CyberPower PSU:

There are status lights on the front right of the CyberPower PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. The Missing Battery status light will be red if no battery is connected to the power supply.

For more information see the owner's manual: Learn More

APC PowerShield PSU Model # CP24U12:

Model #CP24U12

To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit. There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit. To determine if the battery is missing, open the door and look for a battery.

For more information see owner's manual: Learn More

APC PowerShield PSU Model # CP27U13:

Model #CP27U13

To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit. There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

For more information see owner's manual: Learn More

Replacing the Battery

Open the door, carefully pull the battery off the shelf and remove the black and red wires. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

NOTE #1: If you have AT&T U-verse services (voice, high speed Internet, and/or TV), you must also have battery backup power for the Residential Gateway for your AT&T U-verse services to function during a power outage. For Residential Gateway battery-replacement and recycling information contact BELKIN at 866-539-5791 or www.belkin.com/gatewaybattery. For more information, please refer to your Feature Guide and your Belkin® | Residential Gateway Battery Backup User Manual.

NOTE #2: If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

NOTE #3: If you have a monitored home alarm that uses AT&T voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your AT&T voice or Internet service, as applicable. (AT&T voice service requires ONT battery backup power, and AT&T U-verse services, including AT&T U-verse Voice service, require both ONT and Residential Gateway battery backup power to function during a power outage).

NOTE #4: The ONT battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

NOTE #5: A new, fully charged ONT backup battery will provide four to eight hours of backup power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. To conserve battery backup power for emergency calls, you should not use Internet services, U-verse TV or make unnecessary voice calls during a power outage.

NOTE #6: Batteries are not available through APC [American Power Conversion]. Please contact GS Battery (U.S.A.) Inc. to order a new battery for all PSU types - see section above labeled ***Optical Network Terminal Backup Battery Replacement*** for more information.

If you have any additional questions, please call 1-800-ATT-2020 or 1-800-288-2020.

U-VERSE VOICE

Post card message:

We hope you are enjoying your AT&T U-verse service. We wanted to remind you that in the event of a power outage, you will need battery backup power for your AT&T U-verse Voice service, including 911, to function properly. For detailed information about your U-verse Voice battery backup unit, go to att.com/newbattery.

See next page for materials found at att.com/newbattery.

Master Battery Page: URL att.com/newbattery

U-verse Voice Back-up Power for RG, ONT & iNID

Historically, telephone service has been powered by electrical power within the telephone network. Your AT&T U-verse Voice service, including 911 dialing, requires electrical power and will not function during a power outage without battery backup power at your premises; therefore, you must at all times maintain a working backup battery for both your Residential Gateway (RG), Optical Network Terminal (ONT) (if applicable, please see below) and Intelligent Network Interface Device (iNID) at your premises. You are solely responsible for monitoring the RG, ONT (if applicable) and iNID backup batteries to determine when they require replacement, and replacing and recycling used batteries in accordance with manufacturer or vendor directions. You are solely responsible for obtaining and maintaining backup batteries or other sources of power for any cordless phones you use with your U-verse Voice Service. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

In the event of a power outage, you should ensure you have one corded single-line, touchtone phone connected directly to the AT&T
U-verse Residential Gateway or your in-home wiring and the RG Battery Backup connected to the RG. (Rotary/pulse phones do not work with AT&T U-verse Voice service.) If you connect more than one corded phone, it will use more power; if you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped. You should not connect the iNID backup battery to any device other than the AT&T U-verse iNID or use it with any service other than your AT&T U-verse Voice service, and you should always have an alternative means of dialing 911, such as via a cellular telephone. If you have a monitored home alarm that uses AT&T voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your AT&T voice or Internet service, as applicable. If you have a monitored home alarm, you should never plug a multi-line phone directly into the Residential Gateway—it could interfere with the alarm signals. You should not connect the RG battery backup to any device other than the AT&T U-verse Residential Gateway or use it with any service other than your AT&T
U-verse Voice service, and you should always have an alternative means of dialing 911, such as via a cellular telephone. The RG or iNID battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

Broadband Network: AT&T U-Verse Voice is provided to you over a broadband (Internet Protocol or "IP") network. If there is a broadband network outage, your AT&T U-verse Voice service will not function and you will not be able to make 911 calls with this service. AT&T recommends that you always have an alternative means of accessing 911 during a broadband outage, such as via a cellular phone.

The ONT is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. Please refer to the pictures below to determine whether you have an ONT. The ONT also requires electrical power from your home to operate, which you are responsible for providing. AT&T installs an initial power supply box for the ONT when the first resident at a premise orders AT&T services. The ONT power supply box converts the AC power in your home to the DC power required by the ONT.

RESIDENTIAL GATEWAY Battery Back up (BBU) **Model number:** Belkin: F6C127xBAT China Storage Battery: GP 1272 Yuasa: NPW 36-12	**OPTICAL NETWORK TERMINAL** **Model Number:** GS Battery (USA), Inc.: PX12072-HG	**INTELLIGENT NETWORK INTERFACE DEVICE** **Model Number:** EnerSys: FiberSafe12

General battery information: http://www.att.com/u-verse/explore/battery-backup.jsp Owners manual: www.belkin.com/gatewaybattery	General battery information and Owners manual: http://www.att.com/u-verse/explore/terminal-backup.jsp	General battery information: http://www.att.com/u-verse/explore/battery-backup.jsp Owners manual: http://www.fibersafebattery.com

Battery Backup page (RG and iNID): URL http://www.att.com/u-verse/explore/battery-backup.jsp

AT&T U-verse Battery Backup

AT&T U-verse Voice, like other Voice over Internet Protocol ("Voice over IP" or "VoIP") services, requires electrical power at your home to operate. Depending on your service address, your AT&T U-verse Voice service will include either a Residential Gateway Battery Backup Unit ("BBU") or an iNID Power Supply Unit ("iPSU").

Residential Gateway with Battery Backup

The **RESIDENTIAL GATEWAY (RG)** is located inside your house and uses electrical power to deliver all your U-verse services. The battery backup for the RG must be installed inside your house near the RG, and be easily accessible. The RG battery backup supplies power for your AT&T U-verse Voice service; it does not supply power for cordless phones (and it does not supply power for your network interface device or ONT, typically located on the outside of your home, which may also require battery backup power for your AT&T U-verse Voice service to function).

If you have AT&T U-verse services (voice, high-speed Internet, and/or TV), you must also have battery backup power for the Residential Gateway for your AT&T U-verse services to function during a power outage. AT&T will not provide support for, or be responsible for, ongoing maintenance or management of equipment, including the initial RG battery backup unit or the initial ONT backup battery provided to AT&T U-verse Voice customers. If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

During a power outage, to conserve battery power for necessary AT&T U-verse Voice calls, DO NOT use any U-verse service other than AT&T U-verse Voice during the power outage. You should avoid making unnecessary calls and not use AT&T Internet service. AT&T recommends that you use a corded phone with AT&T U-verse Voice during a power outage. (Cordless phones require electrical power to work and may not be equipped with backup batteries). AT&T also recommends that you always have an alternative means of accessing 911 during a power outage, such as a cellular phone.

Portable generators with 120-volt outlets and extension cords will power the RG Battery Backup in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Residential Gateway (RG) and Battery Backup Unit (BBU)

Backup Battery for RG

AT&T provides an initial RG battery backup unit, with an initial backup battery, for purchasers of AT&T U-verse Voice service. When equipped with a new, fully charged backup battery, it will provide approximately four hours of battery backup power. It takes approximately 18 hours to charge an initial backup battery after U-verse Voice is installed and/or after a replacement battery is installed at normal indoor temperatures. For battery replacement and recycling information, please call Belkin at 866-539-5791, or visit their website at www.belkin.com/gatewaybattery.

Information regarding where replacement batteries can be purchased are listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:	
Belkin:	F6C127xBAT
China Storage Battery:	GP 1272
Yuasa:	NPW 36-12

Consumer Batteries are commercially widely available at retail locations such as:

- Belkin website 866-539-5791 (AT&T recommended provider) www.belkin.com/gatewaybattery
- China Storage Battery
- Yuasa
- Radio Shack

- Local hardware stores
- Battery Plus
- Sears

How to determine when to replace your RG battery

The yellow LED on the front panel will flash and the audible alarm will sound every second which indicates a low battery. This alarm will continue until the unit performs a forced shutdown when the battery is depleted. The red LED on the front panel will flash and the audible alarm will sound every two seconds when the battery needs replacing. This alarm warns that the battery has reached the end of its useful life and the user must replace the battery as soon as possible to ensure proper operation of the RG battery backup.

How do I replace the RG battery?

Remove the battery door on the rear of the device. Disconnect the RG Battery Backup from power and any connected devices. Remove the battery from enclosure; remove the wire connections from the battery. Connect the new battery (black-to-black, red-to-red); place the battery into the enclosure. Securely reconnect the battery door.

Battery (@ 77 degrees F)

Type/Rating 12V/7.2Ah

F2 Faston connectors and a size not to exceed 5.94" Length x 2.56" Depth x 3.7" Height

Typical Battery Recharge Time 18 hours for a new and fully depleted battery at normal indoor temperature

Typical Backup Time 4 hours—with a new, fully charged battery.

CSB- or YUASA-branded battery or other battery recommended or supplied by Belkin, with one corded single-line, touchtone phone connected to the AT&T U-verse® Residential Gateway directly or through your in-home wiring, and with no other equipment and no service other than AT&T U-verse® Voice service drawing power from the RG Battery Backup. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions.

Additional Limitations

Please note that AT&T U-verse Voice will work only in your home. You will not be able to make any calls, including 911 calls, from any other location, even if you move the Residential Gateway (RG) or an external Telephone Adapter (TA) to the new location.

For more information see the owner's manual: www.belkin.com/gatewaybattery

iNID with Battery Backup

INTELLIGENT NETWORK INTERFACE DEVICE (iNID) includes three components: a unit typically located on the outside of your premises or in your garage where AT&T's network terminates **(the outside unit)**; a home networking hub which provides wireless networking capability and is located inside your premises **(the inside unit)**; and, a power supply unit typically located in a sheltered area either inside your premises or in an attached structure – garage, closet or basement **(iPSU)**. The iPSU includes a backup battery and usually will be located near where power comes into your home. The iPSU must be located within 100 feet of where AT&T's network terminates. If the iPSU is located in an area that you do not use regularly, you should check the status of the iPSU periodically to ensure that you receive any visual or audible warnings regarding the condition of the iPSU and battery backup. Portable generators with 120-volt outlets and extension cords will power the iPSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Your AT&T U-verse Voice service iPSU requires a backup battery to maintain your AT&T U-verse Voice service in the event of a short disruption to your electric power. During a power outage, to conserve battery power for necessary AT&T U-verse Voice calls, DO NOT use any U-verse service other than AT&T U-verse Voice during the power outage. You should avoid making unnecessary calls and not use AT&T Internet service. AT&T recommends that you use a corded phone with AT&T U-verse Voice during a power outage. If you have other AT&T U-verse services (high speed Internet, and/or TV) you must provide battery backup power for your inside unit for your AT&T U-verse services to function during a power outage, as well as power for your terminal devices. If you have Internet Service, you must provide battery backup power for your computer if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

iNID Power Supply Unit (iPSU)

Figure 1

Backup Battery for iNID Power Supply Unit (iPSU)

AT&T provides an initial iNID Power Supply battery backup unit for the first purchaser of AT&T U-verse Voice service. All subsequent backup battery replacements are the responsibility of the customer at the premises. (If you are not the first purchaser of AT&T U-verse Voice service, you will not have an initial backup battery from AT&T, therefore, you should check the iNID Power Supply for the presence and status of a backup battery and place/replace if necessary).

For battery replacement and recycling information and to purchase replacement batteries, please call EnerSys at 1-866-327-5755 or visit the website www.fibersafebattery.com.

- The iNID internal battery voltage is 12 VDC.
- Incorrect or substitute battery connection replacement creates a risk of explosion.
- The iNID battery is within the intelligent Power Supply Unit (iPSU). (Figure 1)
- The iPSU contains a small battery. It is a FiberSafe 12 VDC 12 Ah Sealed Valve Regulated Lead Acid (VRLA) battery. The used battery must be properly recycled.
- The iPSU battery is intended for installation and operation in a controlled environment i.e., inside the garage area free of conductive contaminates.
- No user-serviceable parts exist inside the iNID. Refer any repair issues only to qualified technicians.

Information regarding where replacement batteries can be purchased are listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:

EnerSys: FiberSafe12

Consumer batteries are only available for purchase from EnerSys at 1-866-327-5755 or www.fibersafebattery.com.

How to determine when to replace your iPSU battery

When the battery needs to be replaced, a chirp sounds intermittently unless you press the button to silence it for 12 hours. The chirp resumes after 12 hours if the battery is not replaced.

Flashing red indicates that the battery needs to be replaced.

Solid green indicates that the batter is installed and functioning properly.

Off indicates that no battery is installed.

Note: The **BATTERY** indicator works properly only when the iPSU is connected to and communicates with the outside unit.

How do I replace the iPSU battery?

Use a Phillips screwdriver to unfasten two screws (one on each side) securing the power supply battery cover. Press down on the tension springs and pull to disconnect the battery cable connector from the battery cable. Release the safety strap securing the battery. Insert the new battery gently into the housing. Connect the battery cable connector to the battery cable. Secure the battery with the safety strap. Replace the housing cover and fasten the cover with the two screws.

Battery (@ 77 degrees F)

Type/Rating 12V/12Ah

Typical Battery Recharge Time <24 hours to 90%

Typical Backup Time approximately 4 hours – with a new, fully charged battery.

Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions.

For more information see the owner's manual: www.fibersafebattery.com

Important Details about Your Backup Battery

Typical battery backup time for the BBU or iPSU is 4 hours with a new, fully charged battery, with one corded single-line touchtone phone connected to the AT&T U-verse Residential Gateway directly or through your in-home wiring, and with no other equipment and no service other than AT&T U-verse Voice service drawing power from the Battery Backup. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions. Residential Gateway with BBU battery must be CSB or YUSA Battery or some other battery recommended or supplied by Belkin®. iPSU battery must be a FiberSafe™12 battery or some other battery recommended or supplied by EnerSys.

It takes approximately 18 hours to charge a new, fully depleted battery at normal indoor temperatures. If a power outage occurs before the battery is fully charged, the typical 4-hour battery backup time will be reduced. Therefore, you should not rely on battery backup power for at least 18 hours after your BBU or iPSU is initially installed or a replacement battery is thereafter installed. During these periods especially, and at all other times in general, you should ensure that you have an alternative means of dialing 911, such as via a cellular telephone.

Terminal Backup page (ONT): URL http://www.att.com/u-verse/explore/terminal-backup.jsp

AT&T U-verse® Terminal Backup

ONT Battery Backup

If you have a Residential Gateway (RG) inside your premises, you may also have an Optical Network Terminal (ONT) which is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. All of the following information only applies if you have an ONT. Please refer to the pictures below to determine whether you have an ONT.

OPTICAL NETWORK TERMINAL

Your AT&T voice and Internet services require electrical power from your home to operate. Electricity from your home powers the Optical Network Terminal (ONT), an equipment box where AT&T's fiber network terminates and inside wiring for your home originates. AT&T provides a Power Supply Unit (PSU) for the ONT, which can be placed within 100 feet of the ONT and is installed inside your home or garage. AT&T supplies an initial backup battery in the PSU for the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises. If you are not the first resident, you will not have an initial backup battery from AT&T; therefore, you should check the PSU for the presence and status of a backup battery and place/replace if necessary.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power for the ONT. During a power outage, if you wish to conserve battery power for making and receiving necessary calls, you should avoid making unnecessary calls and not use AT&T Internet service. To conserve battery backup power for emergency calls, you should not use Internet services, U-verse TV or make unnecessary voice calls during a power outage.

The ONT battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

Determine ONT Power Supply Unit (PSU) Type At Your Home – Refer To Images Below:

Delta One Piece PSU **Delta Two Piece PSU** **CyberPower PSU** **APC PowerShield PSUs (Two models that look the same; model numbers CP24U12 & CP27U13)**

Backup Battery for ONT: You are responsible for monitoring the backup battery and will need to replace it when necessary. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power. For ONT battery replacement and recycling please contact GS Battery (USA) Inc. at 800-472-2879 or www.gsbattery.com. Be sure to have the battery model number, which is PX12072-HG, and the warranty date, which is located on the label on the side of the battery. The battery number is also located on the label on the side of the battery. AT&T does not supply replacement batteries.

When equipped with a new, fully charged backup battery, the PSU will provide four to eight hours of battery backup power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations.

Batteries must be of the 12 volt - 7.2 Amp hour variety with F2 Faston connectors and a size not to exceed 6.05" Length x 2.6" Depth x 4.05" Height.

Portable generators with 120 volt outlets and extension cords will power the PSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120 volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Information regarding where replacement batteries can be purchased is listed below. Locations where batteries are available are subject to change.

Replacement Battery Model Number:
GS Battery (USA), Inc.: PX12072-HG

Consumer Batteries are commercially widely available at retail locations such as:

- GS Battery (USA), Inc. 800-472-2879 (AT&T recommended provider) www.gsbattery.com
- Batteries Plus
- Radio Shack

- Sears
- Amazon (via Internet)

Determine the Power Supply Unit (PSU) type

On the front of Power Supply Unit (PSU) is a label that shows the Serial Number designated by S/N. If the S/N starts with DAE this is a Delta PSU. If the S/N starts with CYB this is a CyberPower PSU. Two models that look the same are the APC PowerShield PSUs. To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit.

How to determine when to replace your ONT battery:

Delta One Piece PSU:

There are status lights on the front right of the Delta One Piece PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every 15 minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

Delta Two Piece PSU:

There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light - third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every 15 minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply.

CyberPower PSU:

There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit also has a Missing Battery status light, which will be red if no battery is connected to the power supply.

APC PowerShield PSU Model # CP24U12:

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit. To determine if the battery is missing, open the door and look for a battery.

APC PowerShield PSU Model # CP27U13:

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every 15 minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

How do I replace the ONT battery?

Open the door, carefully pull the battery off the shelf and remove the black and red wires. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

For more information see the owner's manual:

http://www.att.com/support_media/images/pdf/phone/Delta_One_Piece_PSU.pdf

http://www.att.com/support_media/images/pdf/phone/Delta_Two_Piece_PSU.pdf

http://www.att.com/support_media/images/pdf/phone/CyberPower_PSU.pdf

http://www.att.com/support_media/images/pdf/phone/APC_PowerShield_CP24U12_PSU.pdf

http://www.att.com/support_media/images/pdf/phone/APC_PowerShield_CP27U13_PSU.pdf

Important Offer Details

AT&T supplies an initial backup battery for the UPS to the first resident of a premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises.

If you have AT&T U-verse Voice service, you should not use any U-verse services other than AT&T U-verse Voice during a power outage, to conserve ONT battery backup power for emergency calling. Your AT&T U-verse Voice service, including 911 dialing, will not function during a power outage without both ONT battery backup power and Residential Gateway battery backup power. AT&T supplies a Residential Gateway Battery Backup unit with an initial backup battery for all new AT&T U-verse Voice customers. For more information, review Learn More about Residential Gateway with Battery Backup. Note: if your alarm company installs an IP-based panel that will use AT&T U-verse High Speed Internet as the communications pathway, you must ensure you have functioning battery backup power for your Residential Gateway (and your ONT, if you have one) for your high speed Internet service to work with your alarm panel during a power outage.